# FIRES Frequently Asked Questions

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What if I need help applying?

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This is the first time I have ever registered in FIRES and the system is telling you that someone already registered with my Social Security Number. How could this be?
I tried to login using my email address and it doesn't work.
I KNOW I put in the right password, and it doesn't work.
I forgot my password!
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How do I unsubscribe from the email notifications?
I unsubscribed from email notifications and I'm still receiving them. What happened?
I elected to receive email notifications and I'm not receiving them.

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What information should I put in my résumé builder?
Can I save information in the resume builder even if I'm not finished?
Should I include the vacancy number of the job I'm applying for?
What if I want to change or update my résumé builder?
The work experience information I want to put in the resume builder is too long. What can I do?

Applying for Jobs

I would like to send you my application via email. Please put it into the job I'm interested in.

If the system only accepts online applications, how do I send my transcripts or Veterans Preference Documents?

Are college transcripts required?

Do I have to answer questions for every job I apply for? Some of them have the same questions but different job numbers.

What if I don't answer the vacancy-specific questions?

Is there any way I can see which positions I have applied for? Can I find out the status of these vacancies?

When filling out an application there's a question that I can answer either of two different ways. Which answer should I select?

What if I am interested in applying to more than 7 locations?

The Rating Process

How will my application be rated?

Does the system rate my résumé?

Will I receive my rating via email?

The announcement indicates there is at least one selective factor. What does that mean?

**FIRES Frequently Asked Questions**

**GENERAL INFORMATION**

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What if I don't have a computer?
What if I don't have email?
When exactly do jobs close?
I am not a citizen of the United States. Can I apply for jobs in the DOI?
How can you say you won't accept paper applications?  Isn't that illegal?
What is I need help applying?

Q: Is FIRES the only way to submit an application for DOI seasonal wildland fire jobs?

A: Yes, all DOI seasonal wildland fire jobs will be filled using FIRES. Vacancies for other fire jobs within the DOI will use traditional hiring methods; announcements for these positions can be found on USAJOBS.  If applying online poses a hardship to any applicant, the Servicing Personnel Office listed on the announcement will provide assistance to ensure that applications are submitted by the closing date. Applicants must contact the Servicing Personnel Office prior to the closing date to speak to someone who can provide assistance for online submission.

Q: What if I don't have a computer?

A:  Most college placement offices, job search agencies, unemployment offices, public libraries and some civic centers have computers and Internet access for their patrons' free use.  (Website for locations of public computers)

Q: What if I don't have email?

A: There are several Internet Service Providers that offer free email accounts. Hotmail and Yahoo are just two of these. Through them or other companies, you can obtain a free email address that you can use with FIRES.

Q: When exactly do jobs close?

A: FIRES positions close at midnight Eastern Time (the current time effective in Reston,   Virginia) on the closing date of the announcement. After midnight, jobs that have closed will not be available for review or application. Please pay special attention to the closing time depending on whether or not daylight savings time is in effect in Virginia on the closing date of the announcement.

Q: I am not a citizen of the United States. Can I apply for jobs in the DOI?

A: As a United States Federal agency we are not permitted to hire non-U.S. citizens except in very rare circumstances. If you are a non-citizen you are not eligible to apply to positions in the DOI, and FIRES will not refer your application to any vacancy you apply for.

For more information about citizenship requirements in United States Federal positions, you should contact the Bureau of Citizenship and Immigration services. U.S. citizens living in other countries, naturalized U.S. citizens and any individuals who can prove dual U.S. citizenship may apply for and be considered for DOI positions.

Q: How can you say you won't accept paper applications? Isn't that illegal?

A: No. Federal regulations allow us to automate our job application process and restrict access by any other methods so long as we:

1. Assist applicants in any way possible in getting their applications submitted online by the closing date, and
2. We provide that assistance without discrimination.

The DOI is on record and stands on the premise that we will assist all applicants in applying online to our vacancies.

Q: What if I need help applying?

A: For assistance on applying for FIRES vacancies please contact the Personnel Specialist listed on the vacancy announcement of the job you are interested in. He or she will help you submit your application online. If applying online poses a hardship to you, you must call the Personnel Specialist before the closing date on the announcement for assistance.

**Frequently Asked Questions**

**PASSWORDS, ID's and LOGGING IN**

Is it possible to have multiple identities or more than one email address in FIRES?
I'm uncomfortable about using my Social Security Number.  Is there any way I can fill
out an application without it?
This is the first time I have ever registered in FIRES and the system is telling me that
someone is already registered using mu Social Security Number.  How could this be?
I tried to login using my email address and it doesn't work.
I KNOW I put in the right password, and it doesn't work.
I forgot my password!
Why did you make this system so difficult to use?  It should be more user-friendly!

Q: Is it possible to have multiple identities or more than one email address in FIRES?

A: No.  You are identified in FIRES by your Social Security Number, your FIRES user
ID# and your password which you entered in the registration process.  FIRES will not
allow you to create more than one account using the same email address or Social
Security Number.

Q: I'm uncomfortable about using my Social Security Number.  Is there any way I can
fill out an application without it?

A: Your Social Security Number is one of the few reliable means government agencies
have of distinguishing one applicant from another.  Many applicants have the same name,
may have changed their mailing address, and may even have the same birthdates.  Your
Social Security Number is the identifier suggested by use by the Office of Personnel
management for Federal job applications, and is the only way we can definitively
differentiate between applicants.  In addition, FIRES is a secure, encrypted website and
your Social Security Number cannot be accessed by anyone who is not directly involved
in the hiring process.

Q:  This is the first time I have ever registered in FIRES and the system is telling me that
someone is already registered using mu Social Security Number.  How could this be?

A: It is extremely unlikely that someone else is using your Social Security Number.  It is
likely that you registered in FIRES at some time in the past.  To use FIRES simply login
to the system as a Registered User, using the email address and password that you
originally registered with.  If you can't remember your password, check out the Password
Help for assistance.

Q:  I tried to login using my email address and it doesn't work.

A: Try using your FIRES ID# that you received from the system when you first registered in FIRES.  If you don't have it, you can use your email address, but you must use the same case you used when you originally typed it into FIRES.  For example, if you originally typed your email address using all capital letters, you must use all capitals when trying to login.  It is often easier to use your FIRES ID# instead because numbers aren't case-sensitive.

Q: I KNOW I put in the right password, and it doesn't work.

A: Please review the Password Help.  Remember passwords are case-sensitive and must be typed the same way each time.

Q: I forgot my password!

A: Please refer to the "Forgotten Password" procedures to receive a new password.

Q:  Why did you make this system so difficult to use?  It should be more user-friendly!

A: In general, the biggest problems our applicants have is logging into the system with their ID and password.  Once these problems are resolved the rest of the application process is very easy and very user friendly.  FIRES has a very high level of security designed to protect your private information from unauthorized access.  If the login process were less complex, the system wouldn't be as secure and there would be a risk of unauthorized use of your data.

**FIRES Frequently Asked Questions**

**FINDING JOBS**

Can I be automatically notified of vacancies as soon as they open?
How do I unsubscribe from the email notifications?
I unsubscribed from email notifications and I'm still receiving them. What happened?
I elected to receive email notifications and I'm not receiving them.

Q: Can I be automatically notified of vacancies as soon as they open?

A: There are two separate ways to be automatically notified of vacancies in the FIRES:

| System | How to Register | Notes |
|---|---|---|
| FIRES Notification | Login to FIRES (instructions) and select "Edit Personal Information." At the bottom of the screen are "Notification Preferences." | If you choose to be notified of "all Vacancies" expect to Received between 10-20 E-mails per day. You can only limit the jobs you see by series. |
| FIRES Email Vacancy Notifier | Visit the FIRES E-mail Vacancy Notifier, enter your email address, and select the types of jobs you are interested in. | This system only sends (At most) one e-mail Per day. You can limit the jobs You see by grade, series And geographic location. It will not notify you of vacancies that are only open to current DOI employees. |

Q: How do I unsubscribe from the email notifications?

A: Please refer to the instructions for unsubscribing to FIRES notifications.

Q: I unsubscribed from email notifications and I'm still receiving them. What happened?

A: When you unsubscribe from email notifications in FIRES the change will not take effect until the day after the action is processed. As a result, you may continue to receive emails for a few hours after you change your preferences. If you receive emails more than 24 hours after you unsubscribe, please let us know.

Q: I elected to receive email notifications and I'm not receiving them.

A: Please login to FIRES (see instructions), select "Edit Personal Information," and click "Next." You should then verify that the email address that you entered into FIRES is correct.  It is very important that FIRES has your current, correct email address not only to receive job notifications, but also to receive other official correspondence relating to your job applications.   Please remember that email notifications are provided as a courtesy to our applicants to help them find jobs within the DOI Fires program.

**FIRES Frequently Asked Questions**

**COMPLETING THE RESUME BUILDER IN FIRES**

What information should I put in my résumé builder?
Can I save information in the resume builder even if I'm not finished?
Should I include the vacancy number of the job I'm applying for?
What if I want to change or update my résumé builder?
The work experience information I want to put in the resume builder is too long.
What can I do?

Q: What information do I need to complete in the Resume builder?

A: You should ensure that you have the following information available when completing the resume builder:

Full Name
Mailing Address
Day and Evening Telephone Numbers (Including area code)
Education - Please include the following information as applicable. In addition, some jobs may require certain coursework. This coursework will be identified in the questions relating to the jobs:
> High School - School name, city, and state; Date of diploma or GED
> College/University - School name, city, and state; major field of study; and type and year of any degrees received. Also include total credits earned and indicate whether semester or quarter hours (Note: You may be asked to submit a copy of your college transcript prior to interview and selection if the position you apply for requires proof of education.)
> Vocational/trade/business or technical school - School name, city, and state; and date of certificate or graduation.
Work Experience - Include details on all paid and unpaid work experience that is relevant to the job you are applying for. List your most recent jobs first. For each job include:
> Job title (and grade level, if it was a Federal job)
> Duties and accomplishments
> Employer's name and address
> Supervisor's name and telephone number
> Starting and ending dates (month and year)
> Hours worked per week
> Salary

Other Qualifications - Include such things as job-related training courses, job-related skills such as typing speed, computer software/hardware tools, known languages, job-related honors, awards, special accomplishments, publications, memberships in professional or honor societies, leadership activities, and performance awards.

Q: Can I save information in the Resume Builder even if I'm not finished?

A: No. You must complete all parts of the Resume Builder before exiting. If you attempt to exit before filling in all the required blocks, the system will not save any part of your resume builder. It is recommended that you plan for 20 minutes of time for completing the Resume builder and have all your information handy when applying.

Q: Should I include the vacancy number of the job I'm applying for?

A: No. Because your résumé is automatically attached to every job that you apply for there is no need to type the vacancy number in the résumé field. Don't worry: FIRES will keep track of your résumé and make sure it is included in each vacancy that you apply for.

Q: What if I want to change or update my resume builder?

A: If you should wish to update your resume builder login to FIRES:

1. Click on "Edit Personal Information," and press "Next."

2. On the following screen, scroll down to the résumé box and make any changes you wish. Be sure to save it by going through the rest of the screens to "Finish."

3. Please be aware that the system saves only the current resume builder, so if you are applying to more than one job in the same time period, only the most recent version will be submitted. You may update your resume builder and change the answers to the vacancy questions at any time up until midnight Eastern Time on the closing date of the job you are applying for. Once a job has closed, your resume builder is copied into the record for that job and frozen. You will not be able to change your resume builder after the closing date of the announcement, however, you can always update your resume builder for use in applying to future vacancies.

Q: The work experience information I want to put in the resume builder is too long. What can I do?

A: The resume builder will only accept XXXX of characters. You may need to look at being more concise in the description of your work experience and avoid repetition.

# FIRES Frequently Asked Questions

## APPLYING FOR JOBS

I would like to send you my application via email. Please put it into the job I'm interested in.
If the system only accepts online applications, how do I send my transcripts or SF-50 or Veterans Preference Documents or CTAP/ICTAP documents?
Are college transcripts required?
Do I have to answer questions for every job I apply for? Some of them have the same questions but different job numbers.
What if I don't answer the vacancy-specific questions?
Is there any way I can see which positions I have applied for? Can I find out the status of these vacancies?
When filling out an application there's a question that I can answer either of two different ways. Which answer should I select?
What if I am interested in applying to more than 7 locations?

Q: I would like to send you my application via email. Please put it into the job I'm interested in.

  A: We cannot accept résumés via email. In order to apply for seasonal wildland firefighter jobs in the DOI you must login to FIRES (read the instructions), search for vacancies that you are interested in, and apply online.

Q: If the system only accepts online applications, how do I send my transcripts and or Veterans Preference Documents?

  A: Unless otherwise stated on the announcement, do not send these documents until they are requested. Usually veterans preference documents will need to be faxed to the appropriate office within 48 hours of the closing date of the announcement. The hiring manager or personnel specialist may request other documentation from you through email or telephone.

Q: Are college transcripts required?

  A: For grade levels that allow for substitution of education for experience in which the applicant would only be qualified based on education, college transcripts will be required and requested from individuals under consideration for selection.

Q: Do I have to answer questions for every job I apply for? Some of them have the same questions but different job numbers.

A: You must answer two sets of questions when applying for a job in FIRES:

    1. The personal information questions. These questions cover your basic information and include your name, resume, and demographic information. You only have to answer these questions one time, although you can change your answers at any time if you wish.
    2. The vacancy-specific questions. These are the questions that are in the vacancy announcement itself, and are used to establish your qualifications for a particular job. You must answer these questions for every vacancy you are applying for.

Q: What if I don't answer the vacancy-specific questions?

    A: If the announcement closes and you have not provided answers to the vacancy-specific questions, you will not be considered for the vacancy that you applied for. You must complete the resume builder and answer the questions in the vacancy announcement you are applying to in order to be considered.

Q: Is there any way I can see which positions I have applied for? Can I find out the status of these vacancies?

    A: In order to keep track of the vacancies you have applied to you should elect to receive an email confirmation of your application when you apply for jobs in FIRES. Keep this as a record of your application and save it. You should also print out a copy of the vacancy announcement itself, or at a minimum note the name, telephone number, and email address of the Personnel Specialist listed as the contact person. If you have any questions about your application or the status of the vacancy, please direct your question to the Specialist in charge of your vacancy. Make sure you tell the Specialist the job number AND the job title so they will know which vacancy you are referring to.

Q: When filling out an application there's a question that I can answer either of two different ways. Which answer should I select?

    A: If you're having a hard time deciding between two different answers to a question, make sure you select the one that best describes your education and/or experience. Do not select an answer unless you fully meet all the criteria described for that response. (Do not select an answer that only partially applies to you.)

Q: What if I am interested in applying to more than 7 locations?

You can only be considered for 7 locations.  If you list more than 7 locations, FIRES will not accept your application for consideration and therefore you will not be considered for any positions at any locations.  You are automatically considered ineligible.

**FIRES Frequently Asked Questions**

**THE RATING PROCESS**

How will my application be rated?
Does the system rate my résumé?
Will I receive my rating via email?
The announcement indicates there is at least one selective factor. What does that mean?

Q: How will my application be rated?

A: Your responses to the vacancy-specific questions will determine your basic qualifications for the position.  There is no numerical rating for these type of positions. Applicants are referred based on veteran's preference.

Q: Does the system rate my résumé builder?

A: No. The system rates you based on the responses to the vacancy-specific questions. Your résumé builder and any free text responses to the questions will be used to corroborate your answers to the vacancy-specific questions, as well as providing additional information to the personnel specialist and selecting official.

Q. The announcement indicates there is at least one selective factor. What does that mean?

A. Selective factors are basic capabilities that are in addition to what is covered in the basic qualifications questions and without which a candidate cannot do the job. These types of questions are used to eliminate or screen out candidates that lack these basic job requirements. Candidates who do not meet a selective factor are ineligible for further consideration.